



City of Chicago

Business Affairs and Consumer Protection

Public Vehicle Operations Division · 2350 W. Ogden, First Floor · Chicago, IL 60608
312-746-4200 · BACPPV@CITYOFCHICAGO.ORG · WWW.CITYOFCHICAGO.ORG/BACP

TAXICAB ACCESSIBLE TECHNICAL SPECIFICATIONS AND OPERATIONAL REQUIREMENTS for the PERSONAL INFORMATION MONITOR (PIM)

Rear seat swipe credit card electronic equipment installed in City of Chicago licensed taxicab vehicles must contain accessibility features for passengers who are blind or have visual impairments.

Technical specifications and operational requirements for rear seat swipe credit card equipment:

1. An automatic audible announcement made when the meter is activated at the beginning of each trip that explains how to activate the payment equipment's audible interface.
2. The ability to activate the equipment's audible interface by following the instructions provided when the meter is activated using a series of taps on the screen or a tactile button or switch on the personal information monitor (PIM).
3. Allow the driver to activate the accessibility features upon request.
4. Ability for video programming to be turned off when accessibility mode is activated. The passenger can exit and return to accessibility mode as often as desired during a trip. Video programming is restored when accessibility mode is disabled.
5. A touch screen that people who are blind or have visual impairments can easily and effectively use by following step-by-step audible instructions provided by the audible interface.
6. Media screen size no less than 7".
7. Volume shall be software controlled via the touch screen, physical volume control on speakers installed as part of the rear seat solution shall be prohibited.
8. PIM is required to be operational at all times the taxicab is in operation.
9. PIM is required to be PCI compliant
10. PIM is required to be installed in a stationary mounting; flexible arm mounts are not permitted.
11. Baseline rate of speech output that is no slower than 180 words per minute. Text- to- speech capability (to relay information that appears on screen as automated speech).

12. A touch screen that is mapped to quadrants using a button design, with two buttons on the top of the screen and three on the bottom. Button text should maximize readability in terms of screen font size and color contrast. Each button is identified with distinct color, and color contrast among buttons is maximized. No dead space between buttons.
 - a. The bottom center button functions as a "repeat" button, and is identified by a raised feature on the bezel of the device for orientation (additional raised features may be provided at the corners of the bezel to facilitate orientation, at the discretion of the vendor).
 - b. The function of the bottom left button is "back", "cancel" or "exit", depending on the screen.
 - c. The function of the bottom right button is "ok", "accept", or is unassigned, depending on the screen.
 - d. The top buttons function as menu selection options, depending on the screen. For example, when activated, the top left button of the Initial touch screen is "Audio Options" and the top right button is "Information". On the Fare Payment Screen, top left is "cash", top right is "charge". For volume control, rate of audio output, and adjusting tip amount, the top left button is a minus, and the top right button is a plus sign.
13. A touch screen that allows people using the audible interface to:
 - a. Control voice volume and tempo; and
 - b. Ability to re-play the last prompt without having to restart the entire feature.
 - c. Ability for features to be activated and deactivated by user multi-tapping the touch screen
14. An automatic audible announcement made when the audible interface is activated that provides:
 - a. The medallion number of the taxicab; and
 - b. The initial charges incurred at the start of the ride.
15. Automatic audible announcements made at regular intervals during the trip while the audible interface is engaged that include: coordinates in address form, location and direction of travel of the taxicab (GPS location information).
16. Audible information provided at the request of the passenger, including:
 - a. The medallion number of the taxicab;
 - b. The coordinates in address form, location and direction of travel of the taxicab (GPS location information); and
 - c. The current taxicab fare.

17. An audible interface for payment activated at the conclusion of the trip with corresponding audible payment instructions that must include:
 - a. The final fare at the end of the trip;
 - b. A selection of payment options, including instructions for the location and swipe direction for cash and credit card payments. "Cash" (top left button) and "charge" (top right button).
 - c. A selection of tip percentage options; the base tip amount is 0, and the amount can be increased in increments of 5% of a total fare by pressing the plus sign button (top right). The tip amount can also be adjusted downward by pressing the minus sign button (top left). Each time the increment is adjusted, the percentage and dollar amount of the tip are annunciated. When the tip amount is confirmed, the total fare and tip amount are annunciated again and the passenger can select the "ok" button to accept the amount.
 - d. Confirmation that the credit card transaction has been completed; and
 - e. Instructions regarding the availability of printed receipts.
 - f. Ability for driver to monitor, and provide assistance with, the credit card payment process from the front seat using the Driver Information Monitor (DIM) if requested.
 - g. If PIN entry is required, provide for PIN entry via a key pad or other means.
 - h. If accessibility mode is active at the end of the trip, and the payment process has started, the ability to exit accessibility mode is removed and payment must be completed in accessibility mode.